

SFEIR Pierretta

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Sustainable Development Consultant Senior Travel & Tourism Consultant

EDUCATION

Diploma in High Studies in Sustainable Tourism in the Mediterranean (DEA - “Tourisme Durable en Bassin Méditerranéen)Completed 2012-2013
Ecole Doctorale- Lebanese University, Beirut, Lebanon; in collaboration with University of Pierre Mendes- Grenoble II, France.

Destination Lifestyle Specialist Seminar:

Honeymoon & Destination wedding Completed MAR 2009

Spas..... Completed MAR 2009

Adventure Travel &skiing..... Completed MAR 2009

Saint Joseph University and Beirut Academy for Travel Sciences (B.A.T.S) In collaboration with Association of Travel & Tourist Agent in Lebanon (ATTAL) and the International Training Agency-USA.

Services Marketing & Management – Integrating Customer Service across the company...Completed DEC 2008

Sagesse University Faculty of Hotel Management and Ecole Hoteliere de Lausanne; in collaboration with BAT institute for Travel & Tourism Science- Beirut and Travel Institute- USA.

Diploma High Specific Studies in Tourism & Cultural Engineer (D.E.S.S. – Ingénierie Culturelle et Touristique)..... Completed 2004- 2005
Faculty of Tourism and Hospitality Management - Lebanese University, Beirut, Lebanon; In collaboration with F.I.C.T. Perpignan University, Perpignan, France.

IATA/UFTAA Diploma in Foundation & EBT CourseCompleted 2010
Free Lance application, AUB Beirut, Lebanon.

Bachelor’s Degree in Tour Guide Completed 2002-2003
Faculty of Tourism and Hospitality Management- Lebanese University, Beirut, Lebanon.

Computer Certificate in Windows, Word, Excel, Power Point, Internet..... Completed 2000
Al Safadi Fondation, Batroun, Lebanon.

Baccalaureate II, Experimental Science..... Completed 1999
Saint Joseph School, Batroun, Lebanon.

EXPERIENCES

A: Under the Supervision of Agent/ Institute:

Sustainable &Development Consultant at Fardayso- Sustainable &Development Tourism Project- Bsharrhe Caza, Head Office- Zouk, Lebanon**MAY- AUG 2018**

Tourism Consultant - Product and Operation Head at Worldwide Travel and Tourism-IATA Agency, Head Office- Clemenceau Branch, Lebanon**SEP 2017 – APR 2018.**

Product and Group Division Head at Samana for Luxury Travel and Hospitality-IATA Agency, Head Office- Beirut Branch, Lebanon**Oct 2015 – AUG 2017.**

Tourism Manager, at City Car Company- Travel and Tourism IATA Department, Ras Beirut Branch, Lebanon**Aug 2008 – Aug 2015.**

Outgoing Supervisor, at Rida International for Travel and Tourism- Travel Agency & Tour Operator, Jal-Dib Branch, Lebanon**Jan 2006 – Jun 2008.**

Lecturer at LUC/ AUC –Mar Roukoz Beirut, Ticketing Major, IATA Course, Tour Operator & Hotel Excellence Course.....**Oct 2005 – Till 2007.**

Assistant Outgoing Supervisor, at Rahala Tours- Travel Agency & Tour Operator, Zouk Mikael, Lebanon **2005 – Jan 2006.**

Travel Agent in the Outgoing Department, at Rahala Tours- Travel agency & Tour Operator, Zouk Mikael, Lebanon **2004 –2005.**

Lecturer at Saint Famille University Institute- Batroun, 1st and 2nd Years- Tourism Science Major, General Knowledge, International Geography, Pricing and Itinerary Courses.....**Educational Years 2003 – 2005.**

Training at the Public Relation, at Ritz Rent A Car Agency, Sin El-Fil, Beirut, Lebanon..... **Summer 2002.**

Teaching Remedial Course in History, at the Official Batroun School (Middle Classes), Batroun, Lebanon **March – May 2002.**

Assistant Tour Guide and Group Leader during the Daily Tours, at Tania Travel agency, Sodeco- Beirut, Lebanon **Summer 2001.**

Training at the Ticketing and Reservation Department, at Adonis Evasion agency for Travel and Tourism, Jbeil, Lebanon **June – July 2001.**

Hostess at “ Welcome Host” program with the Lebanese Ministry of Tourism- Beirut, at the Beirut International Airport **August – Oct. 2001.**

Trainee as Guide & Receptionist, at the Ministry of Tourism Information Offices, Jbeil, Hamra and Beirut International Airport, Lebanon **Jun – July 2001.**

B: Personal:

Coordinator & Event Organizer with Youth Community – Batroun Diocese: organizing **Leisure & Cultural Tours, Summer Events, Mission Trips**..... **2002 till now.**

Member of the Committee organizing **the International Maronite Youth Days-** Lebanon: coordinating with youth coming from all over the world, organizing their registration & trip, arranging Cultural and Religious Daily tours.....**Summer 2017.**

Coordinator & executive Director for **Jaj Summer Festival-** Jaj Municipality & Youth Community: Contract, Deals, Agenda, Operation process...etc**Summer 2012.**

Trainers for Hostesses and Local Guide during **Batroun International Festival-** Batroun Municipality and Lili's Event organizers.....**Summer 2009- 2010.**

Diploma Project – Creating a new concept of Sustainable Project at Jaj Cedars forest – titled: “ **Cedar of Jaj: Development And Ecology** ” **2004 – 2005.**

Bachelor Project – studying the “**Tourism State and Market of the Batrounian Coast (Kfar Abida And Batroun)**” **2002 – 2003.**

Extracting Historical Buildings and Executing Model with all related details **for Batroun Old City** in co-operation with Arch. Carole Sfeir, for the exhibition of M.C.M. Batroun.. **Summer 2001.**

LANGUAGES

Arabic French English.

COMPUTER SKILLS

GDS: Word Span, Amadeus, Saber, Galileo.

Operation System: Focus- RD group, Vinas's Travel Agency System.

Windows, MS Word, MS Excel, MS Paint, MS PowerPoint, Adobe Photo Shop.

Internet Navigator & Social Media.

HOBBIES

Domestic and International Tourism (Adventure & Discovery, Luxury and Leisure type).

Outdoors and Sports Activities (Hiking, Biking, Joking, Camping...etc).

Attend Seminars and Event on Sustainability, Team Building and Tourism.

Participate in Social Activities and Cultural events.

Reading News & special articles.

REFERENCES

To be delivered upon request.